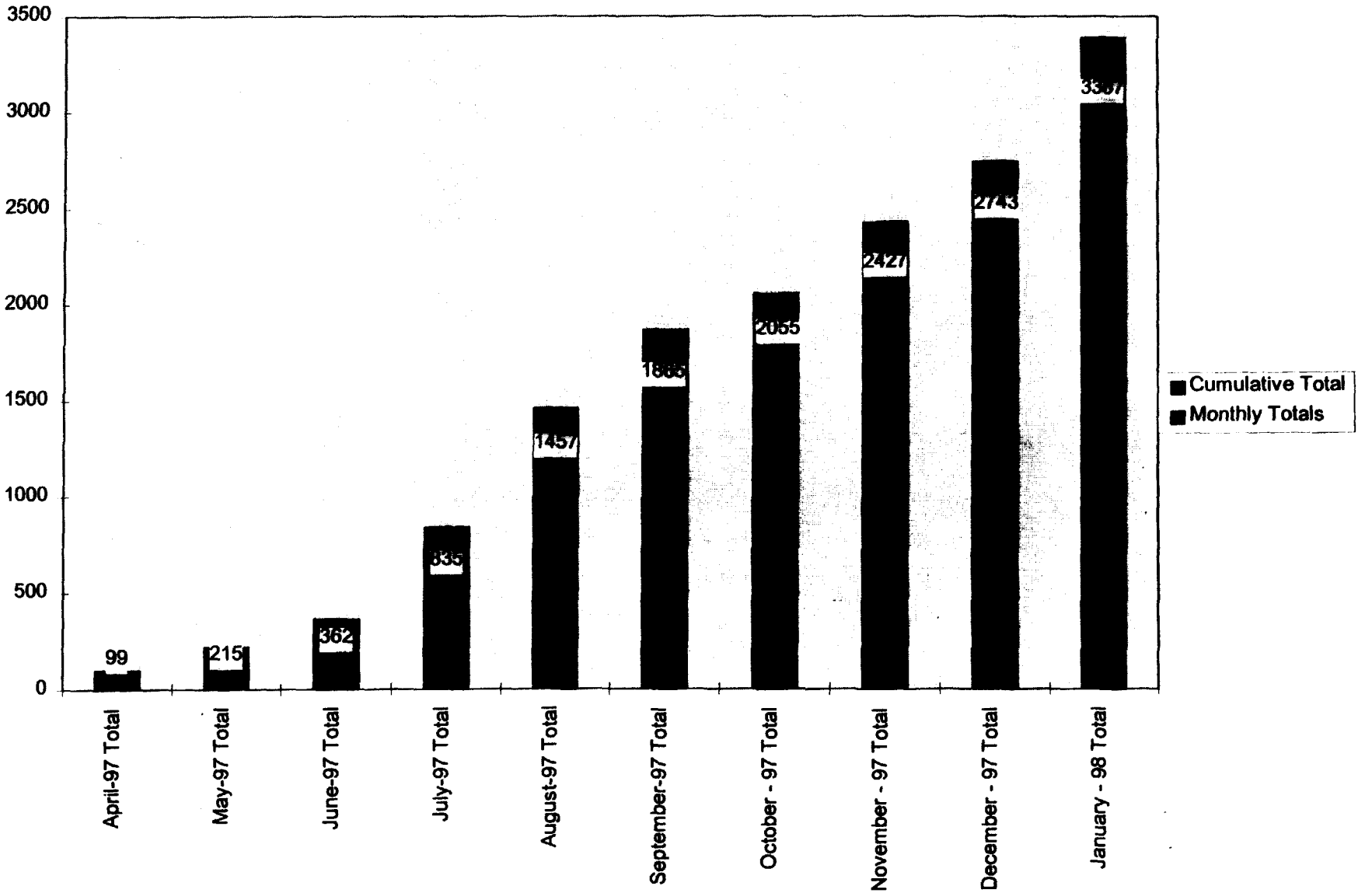
Southwestern Bell - User Identifications Issued For
Competitive Local Exchange Carrier (CLEC)
Access To OSSs

11

| Month - Year | Quantity of User Identifications Issued To CLECs |
|---|---|
| | |
| April - 1997 Total | 99 |
| | |
| May - 1997 Total | 116 |
| | |
| June - 1997 Total | 147 |
| | |
| July - 1997 Total | 473 |
| | |
| August - 1997 Total | 622 |
| | |
| September - 1997 Total | 408 |
| | |
| October - 1997 Total | 190 |
| | |
| November - 1997 Total | 372 |
| | |
| December - 1997 Total | 316 |
| | |
| January - 1998 Total | 644 |
| | |
| Grand Total | 3,387 |

# Southwestern Bell - User Identifications Issued For Competitive Local Exchange Carrier (CLEC) Access To OSSs

12



10. On February 3, 1997, the SWB Help Desk began to provide support to CLECs. The goal of the Help Desk is to provide a single point of contact to the CLECs for resolution of their OSS interface issues and questions. The Help Desk provides assistance to the CLECs by: 1) answering questions regarding access to SWB systems and applications; and 2) attempting to resolve information technology problems experienced by the CLECs. The Help Desk provides these services Monday through Friday from 7 a.m. to 11 p.m. Central Time; Saturday 8 a.m. to 5 p.m.; Sundays and off hours are covered via pagers that are activated by voice mail. Accordingly, Help Desk personnel are available twenty-four (24) hours a day, seven (7) days a week.

11. The Help Desk uses a system called Vantive to record and categorize the types of trouble calls received by the Help Desk from CLECs. The following table provides empirical data by month and year of the types of calls, segregated by specific categories, as summarized from records in Vantive. The chart that follows provides the same data in graphical form. The most compelling statistic is that problems due to deficiencies with SWB's applications or processes are not the source of the vast majority of CLECs calls to the Help Desk. In fact, most of the calls relate to CLEC user problems associated with easily correctable situations, particularly the resetting of user identifications and passwords because CLEC users have let their user identifications to the RAF expire or they have forgotten their passwords. However, the data indicates that CLECs have shown steady improvement over time on calls related to user identifications and password problems.

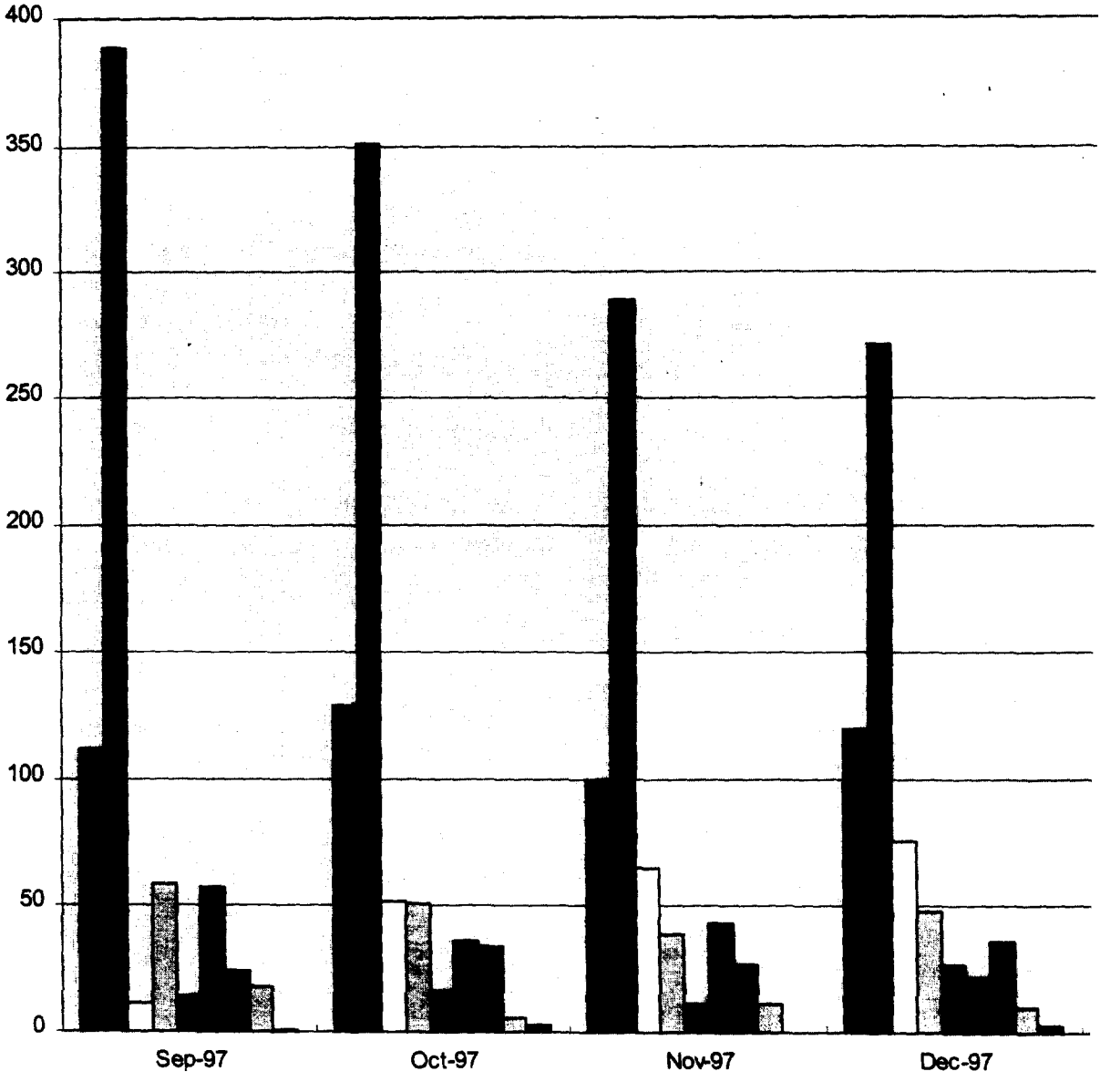
# Southwestern Bell - Help Desk
# Competitive Local Exchange Carrier (CLEC)
# Call Activity

14

| Month -Year | Categories of CLEC Calls to SWB Help Desk | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | General | User ID/ Password | CLEC Application Usage | Application Errors | CLEC Start Up Problems | SWB Network/ System | CLEC Network/ System | SWB Set Up Errors | Unrelated to OSS | Total per Month |
| Sept - 1997 | 112 | 389 | 11 | 59 | 14 | 57 | 24 | 18 | 1 | 685 |
| Oct - 1997 | 129 | 351 | 52 | 51 | 16 | 36 | 34 | 6 | 3 | 678 |
| Nov - 1997 | 100 | 289 | 65 | 39 | 11 | 43 | 27 | 11 | 0 | 585 |
| Dec - 1997 | 120 | 271 | 76 | 48 | 27 | 22 | 36 | 10 | 3 | 613 |
| January - 1997 | 116 | 185 | 54 | 26 | 33 | 13 | 17 | 11 | 2 | 457 |
| Grand Total | 577 | 1,485 | 258 | 223 | 101 | 171 | 138 | 56 | 9 | 3,018 |

**LEGEND:**

| Category | Definition |
|---|---|
| General | *General* is the area of CLEC calls that includes questions about software requirements, requests for additional information on OSSs, status of systems and/or other tickets recorded by the help desk, and other general requests for information. |
| User ID/ Password | The *User ID/Password* category covers CLEC calls received by the help desk to reset passwords, re-initialize user IDs that have not been accessed and have thus expired, log users off, etc. These questions do not reflect any problems or deficiencies with SWBT OSSs. |
| CLEC Application Usage | *CLEC Application Usage* calls are those CLEC calls received by the help desk requesting help with the use of a SWBT OSS. These calls generally reflect the need for refresher training of the CLEC user and/or more education of the CLEC user on application usage. |
| Application Errors | *Application Errors* are those calls that indicate an incapability by the OSS applications to report data and/or process transactions. For example, an *application error* includes capabilities that a given application was not designed to handle by and must therefore be referred to the LSC for handling and/or completion. |
| CLEC Start Up Problems | *CLEC Start Up Problems* include CLEC calls received by the help desk during the initial phases of OSS implementation at the CLEC's site. Calls can include requests for assistance installing software, initially establishing connections via dial-up sessions, and starting up business in another SWB state. |
| SWB Network/ System | *SWB Network/System* includes all CLEC calls to the help desk due to problems within SWB's Data Communications Network (DCN) or the performance of SWB's OSSs. Examples include: when part of the SWB network is unavailable, preventing CLEC access to OSS; when the system host for an OSS is unavailable due to a software or hardware failure; etc. |
| CLEC Network/ System | *CLEC Network/System* includes all CLEC calls to the help desk due to problems with the CLEC's network and/or their applications and systems. Examples include: when the CLEC's circuit is unavailable; when the CLEC's internal applications are unavailable; etc. |
| SWB Set Up Errors | Part of the process of setting up a CLEC with access to SWB OSS requires some manual procedures by SWB personnel (e.g. setting up user IDs, updating CLEC profile information, etc.). Errors in this process are captured by *SWB Set Up Errors*. |
| Unrelated to OSS | Some calls received by the help desk are CLEC issues, but are not related in any way to SWBT OSSs. When requested by a CLEC, we have tracked the progress of these issues through closure. |


400
350
300
250
200
150
100
50
0
Sep-97
Oct-97
Nov-97
Dec-97

12. To further support CLECs, the Help Desk has developed a secure WEB page CLECs can view while simultaneously accessing SWB OSSs through the RAF. The WEB page provides an online method for getting information from and communicating information to SWB. Specifically, the features of the WEB page include, but are not limited to: Frequently Asked Questions ("FAQ")/job aids-manuals for using SWB OSSs, procedures for dialing into the RAF, current status of SWB OSSs, troubleshooting guidelines, OSS Requirements matrix and online forms for feedback and the ability to submit User Identification applications. The WEB page was Beta tested with a CLEC and was made generally available to the CLEC community on February 2, 1998.

13. In an effort to stimulate CLEC interest in SWB's electronic interfaces, SWB has provided "live" demonstrations of its electronic interfaces to regulators and all interested CLECs, including AT&T, MCI metro ("MCIm") and Sprint. This has been no easy task. SWB's preparation for the OSS demonstrations involves securing communications connectivity, facility set-ups, and personal computer and software arrangements. Presentations have been performed in several cities, requiring the coordination and the technical expertise of the Help Desk, and of connectivity and interface specialists. These are the same experienced individuals who assist CLECs to establish and deploy connectivity to SWB's OSSs. At considerable expense, SWB has offered and provided demonstrations to every CLEC that has shown an interest in learning about SWB's

electronic interfaces. A listing of completed demonstrations is provided as Attachment A.

14. Also, to stimulate CLEC interest in SWB's electronic interfaces SWB offers a one-time, 90-day free access period to its OSS functions. The free access period begins when access is established to any function in a "live" mode. The rates for OSS access are waived during this 90 day period. Any and all recurring and non-recurring charges that may result from usage of "live" system functionality are applicable. In advance of the "live" mode access period, SWB also offers a free 90-day evaluation period whereby SWB and existing testing databases or testing processes are made available, as applicable. This evaluation period is offered for CLECs to test connectivity to the interfaces, evaluate system functionality and utilize training databases to determine how they will integrate interface functionality to meet their business needs. Several CLECs are taking advantage of our free 90-day evaluation period and are conducting tests and preparing for "live" usage. Because SWB's OSSs are operated on a centralized basis, all of this experience is applicable to OSS access by CLECs across the five state SWB region.

15. Before each new OSS application is deployed or when enhancements are made to existing interfaces and made available to CLECs, training is developed at SBC's Center For Learning ("CFL") . Once CLECs elect to utilize SWB's electronic interfaces, SWB offers formal classroom training sessions at the CFL. Depending on the chosen application (s), the training is either a requirement or optional to the CLEC. Training is

required only for applications that impact SWB's network. These sessions are instructor-led and include "take-home" documentation with the intention that attendees will in turn train others within their own company. The training and materials focuses on interface operation and it is anticipated that CLECs will integrate the training materials and processes within their internal supporting methods and procedures for complete service representative training. Through December 1997, 28 CLECs and over 300 of their employees have taken OSS training courses at the CFL.

16. In addition to providing student and instructor guides for "train the trainer" format instructor-led classes, other workshops are available. Workshops cover Universal Service Order Codes ("USOC"), Field Identifier ("FID") instructions, SWB's Directory Matters Guide and directory listings formats as well as industry-standard Local Service Request ("LSR") forms. Development continues at the CFL to expand the type and variety of class-work offered to CLECs in support of OSS business needs. Attachment B lists the specific CLECs that have already taken advantage of the OSS training sessions.

17. Once CLECs complete their OSS training and are ready to deploy the SWB electronic interfaces, SWB makes its application and information services experts available to CLECs for premises visits, at no charge to the CLECs. These visits are designed to aid the CLECs minimize start-up problems that invariably occur when companies deploy new software applications . These experts have helped to bring about

quick resolutions to questions, problems, and operational concerns as CLECs deploy SWB's electronic interfaces. Several CLECs have taken advantage of this offer and have been very complimentary of the help SWB has provided them throughout the implementation process.

## OSS FUNCTIONS

18. Operational readiness of an electronic interface relates to SWB's responsibilities under the Act to make available to CLECs on a nondiscriminatory basis, access to its OSS functions for pre-ordering, ordering, provisioning, maintenance and repair, and billing of unbundled network elements and resold services. The process of making interfaces operationally ready, depending on whether the interface exists or is brand new, involves the modification of front end and back office systems, testing of those modifications, development of new interfaces or functionalities as required or requested by CLECs, testing of the new interface internally and in conjunction with our back office systems, and sizing of the interface to ensure forecasted volumes can be adequately and timely processed. SWB has performed these functions and has been ready for CLECs to utilize these electronic interfaces since January 1997.

19. While SWB advocates and encourages testing of SWB electronic interfaces by CLECs and joint testing between SWB and a CLEC where applicable, it should not be a precondition to determining whether an interface is operationally ready. If that were to be

the case, SWB would be at the mercy of CLECs' information technology capabilities, training of personnel, and electronic system development schedules, all of which are beyond SWB's control. In addition, the fact that CLECs have chosen not to or have not been ready to pass meaningful volumes of transactions or order requests to some of SWB's electronic interfaces says nothing about the readiness of those interfaces.

20. SWB is committed to providing sufficient processing capacity to meet the demand of CLECs using any of SWB's electronic interfaces. SWB has made substantial investments to increase its OSS capacity in preparation for CLEC usage of SWB's electronic interfaces. Most of SWB's electronic interfaces and OSS functions are designed to be scaleable, since these applications utilize state of the art client/server technology. SWB also has processes in place to monitor capacity needs. Additional hardware can easily be incorporated into the existing infrastructure to accommodate growth.

21. Several of the electronic interfaces SWB is making available to the CLECs were operational and used for processing service orders for SWB's retail residence, business, and interexchange carrier customers prior to the enactment of the Act. Therefore, SWB has experience with the capacity of these electronic interfaces and systems. Others are new and SWB has performed tests to determine the scaleability of these electronic interfaces and systems. Since we are offering the CLECs some of the same front office

systems we use ourselves and our back office systems will be processing CLEC requests alongside our own, SWB has just as much interest as CLECs in making sure that we are able to handle the extra load from CLEC volumes. If we don't have sufficient capacity, the system response times for our own representatives and customers will be negatively impacted and our ability to run batch processes (turn cycles) on our back office systems will be hampered. That is why the receipt of accurate forecasts from all CLECs is important to SWB so we can add CLEC estimates on top of our own capacity planning process to ensure that we have enough time to purchase and install any necessary hardware to meet our combined needs. CLECs in general have failed to provide accurate forecasts and in many cases have yet to provide any forecasts at all. Nonetheless, SWB has provided enough capacity for these systems by projecting future CLEC volumes based on past and current trends.

22. SWB engaged the services C&L to confirm that SWB's electronic pre-ordering and ordering/provisioning interfaces are capable of efficiently handling the anticipated CLEC volumes. The detailed results and methodology of the C&L study are described in the affidavit of Carl Thorsen from C&L. A synopsis of this review includes four main areas: 1) System Capacity, 2) System Scaleability, 3) Sustainability (Disaster Recovery, Change Control and Security), and 4) Testing Process Review - Meeting system functionality requirements. The review concluded that SWB's systems were capable of handling anticipated demand of CLEC orders, both manual and electronic.

23. To demonstrate parity of service between our retail operations and the interfaces made available for CLEC use, SWB has developed a set of OSS performance measures. These measures will allow CLECs and regulators to confirm that SWB is providing non-discriminatory access. The affidavit of William R. Dysart describes the specific performance measures in detail.

24. In the following paragraphs, I will describe each of the interfaces that SWB is making available for access to each OSS function. Attachment C of this affidavit provides a set of flow diagrams that describe the electronic interfaces SWB is making available to CLECs. Attachment D provides a summary of all the electronic interfaces discussed below and includes the physical interface, hardware and software requirements, as well as the hours of operation for each electronic interface. Attachment E is a summary of the OSS documentation made available to CLECs. Due to the extensive size of these documents, we are providing the SWB DataGate pre-order application reference guide (Attachment F) as an example of the documentation available to CLECs.

**Pre -Ordering**

25. Pre-ordering involves the exchange of information between SWB and a CLEC about a customer during the negotiation phase with that customer. Pre-ordering activities enable the CLEC to submit a complete and accurate service request to SWB. Pre-

ordering capabilities include address verification, customer service records, services and features availability, telephone number assignment, due date availability (resale and POTS-like unbundled network elements bundled), dispatch requirements (and POTS-like unbundled network elements bundled), Primary Interexchange Carrier (PIC) availability, channel facility assignment verification (unbundled network elements) and network channel/interface verification (unbundled network elements).

26. The pre-ordering electronic interfaces described below were developed by SWB. National guidelines for electronic interfaces for pre-ordering have not yet been finalized, since all substantive guidelines work to date has focused on ordering functions. Nevertheless, SWB has and will continue to participate in national forums and committees to develop guidelines necessary for CLECs to effectively exchange information with SWB. When national guidelines are finalized for the pre-ordering function, assuming they are different from that which SWB is providing today, SWB will make such an interface available to requesting CLECs.

27. SWB has taken the initiative, in the absence of a national guidelines for pre-order access to OSSs, to accommodate the needs of CLECs. SWB provides CLECs with a choice of three electronic interfaces for access to its OSS pre-ordering capabilities: Easy Access Sales Environment ("EASE"), Verigate, and DataGate. All three electronic interface options provide CLECs with "real time" access on a dial-up or direct connection

basis.

EASE

28. EASE is an on-line system that was developed as a service order negotiation tool for SWB's own retail service representatives, and is currently used by them to serve both residence and business customers. Residence EASE is used for pre-ordering and ordering for customers with up to 5 lines. Business EASE is used for pre-ordering and ordering for customers with up to 30 lines, Plexar 1 (basic Centrex), and Digiline (basic rate ISDN) service. EASE provides English translations to USOCs and FIDs and affords CLECs precisely the same access to pre-ordering capabilities as SWB's retail service representatives. Since EASE serves as both a pre-ordering and ordering interface, more detail about EASE is provided in the Ordering/Provisioning section of this affidavit. Although EASE enables CLECs to effectively perform on-line pre-ordering functions, usage data for EASE's pre-ordering functions cannot be separated and measured apart from the ordering transactions. Therefore, the service orders serve as the vehicle for demonstrating CLEC use of EASE. Empirical data providing CLEC generated service order activity is provided in the ordering/provisioning section of this affidavit.

Verigate

29. Verigate is a GUI from the SWB Toolbar platform that operates with Windows™ and provides CLECs access to pre-ordering functions available from SWB's "back office" systems. Verigate was designed for CLECs that do not want to use EASE or to pursue development of their own GUI, and choose not to use DataGate. Verigate use displays in plain English and provides CLECs with pre-ordering capabilities for resold services and unbundled network elements.

30. Training for Verigate is available to CLECs at the CFL as part of the Toolbar platform applications. Part of the classroom materials given to the CLECs during training is a User Guide that includes in-class work cases, an Instructor's Guide, which CLECs can use to design training for their own employees, and job aids SWB has designed to make CLEC users more efficient while using the Verigate interface. In addition, once the CLEC is utilizing Verigate, an on-line help reference is also available to the CLEC user.

31. SWB, under the direction of C&L, performed tests to determine the capacity of the Verigate application. The results of the C&L review indicate that the Verigate capacity is approximately 11,680 pre-order transactions per hour. By using a formula, C&L determined that the combined Verigate and DataGate capacity translates into the equivalent generation of approximately 2,824 orders per hour or 592,970 orders per

month. In addition, the average response time per pre-order transaction was approximately 5 seconds.

32. The following table provides empirical data by month and year of CLEC use of Verigate over the last several months. The chart provides cumulative monthly data in graphical form. In addition to "logons", the table and chart display data for ten transactions CLECs can use to perform pre-ordering negotiations with their end user customers. Customer Service Records ("CSR") is by far the most popular feature CLECs are utilizing over the Verigate interface.

# Southwestern Bell - Verigate
# Competitive Local Exchange Carrier (CLEC)
# Transaction Activity



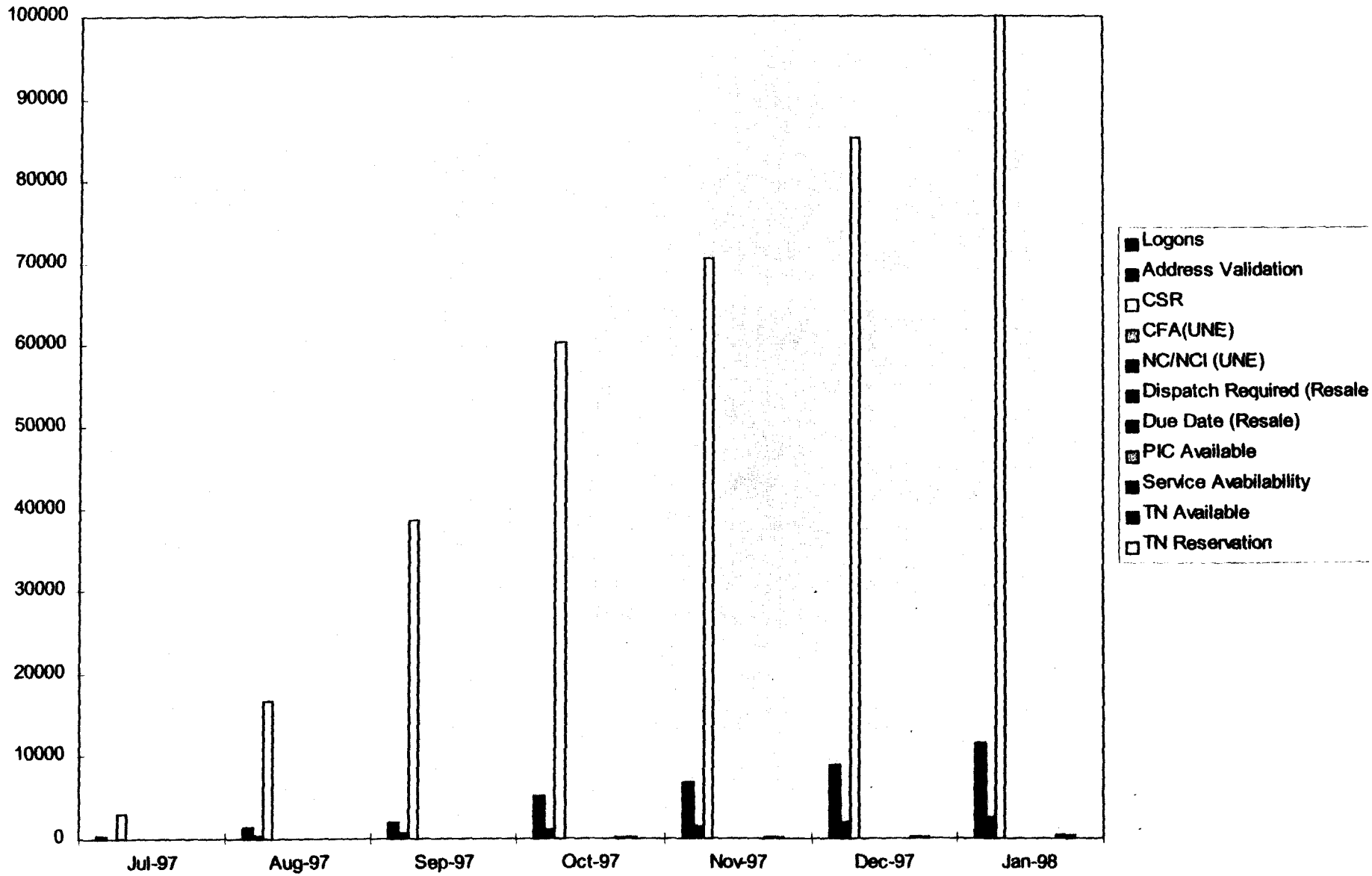
| Month-Year | Logons | Address Validation | Customer Service Record | Channel Facility Assignment | NC/NCI | Dispatch Required | Due Date | PIC Available | Service Availability | TN Available | TN Reservation |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Jul-97 Total** | 376 | 44 | 2,963 | 0 | 0 | 4 | 7 | 1 | 10 | 12 | 0 |
| **Aug-97 Total** | 1,029 | 313 | 13,680 | 0 | 0 | 2 | 8 | 1 | 16 | 6 | 1 |
| **Sep-97 Total** | 1,502 | 320 | 21,909 | 0 | 0 | 20 | 14 | 11 | 52 | 45 | 4 |
| **Oct-97 Total** | 2,131 | 458 | 21,768 | 0 | 1 | 14 | 15 | 9 | 62 | 39 | 3 |
| **Nov-97 Total** | 1,697 | 355 | 10,247 | 0 | 0 | 6 | 9 | 7 | 34 | 23 | 0 |
| **Dec-97 Total** | 2,084 | 384 | 14,547 | 0 | 49 | 7 | 0 | 5 | 22 | 79 | 24 |
| **Jan-98 Total** | 2,738 | 681 | 14,849 | 1 | 1 | 6 | 0 | 2 | 97 | 97 | 48 |
| **Grand Total** | 11,557 | 2,555 | 99,963 | 1 | 51 | 59 | 53 | 36 | 293 | 301 | 80 |

LEGEND:

| TRANSACTION | DEFINITION |
|---|---|
| Address Validation | The Address Validation transaction allows the CLEC to validate service address information as registered in the SWB address data base. |
| Customer Service Record | Within the CSR function CLECs can perform three transactions: 1) Auto Fetch allows CLECs to view up to 10 Bill-on accounts that reside under a Master Billing Telephone Number. 2) Consolidated CSR allows CLECs to view a record with 30 or less Working Telephone Numbers (WTN) in a consolidated format. This format provides all WTNs and Bill-ons in one report request. Current service records as billed by SWB. 3) Detail CSR allows CLECs to view a single WTN account. This transaction, as well as all other CSR transactions, provides Customer Proprietary Network Information ("CPNI") after the CLEC has indicated that end user authorization has been received. |
| Channel Facility Assignment ("CFA") | The CFA inquiry function allows the CLEC to view the status of DS1 or DS3 facilities leased from SWB. In addition, the Purchase Order Number (PON), Circuit Number (CKR) and current and pending activity are also provided. |
| Network Channel/ Network Channel Interface ("NC/NCI") | The verification of NC and NCI codes allows the CLEC to validate the four character NC code and combinations of the eight character NCI codes. This information reflects current codes listed in the SWB maintained Carrier Coding Guide and provided to Interexchange Carriers and CLECs. |
| Dispatch Required | The Dispatch Required transaction allows the CLEC to view whether dispatch or construction is required by SWB work crews at a valid address. |
| Due Date | The Due Date transaction allows the CLEC to view a list of available dates and appointment times associated with work crews serving valid addresses. |
| PIC Availability | The PIC Availability transaction provides the CLEC with a list of carriers that provide long distance services from the local serving office which provides service at a valid address. |
| Service Availability | The Service Availability transaction allows the CLEC to retrieve a list of services and features that can be resold from a particular local serving office which provides service at a valid address. |
| Telephone Number ("TN") Available | The TN Available transaction allows the CLEC to view from 1 to 10 telephone numbers available for assignment at a valid address. |
| TN Reservation | The TN Reservation transaction allows the CLEC to reserve from 1 to 10 telephone numbers for new connections at a valid address. TNs are reserved for a period of thirty (30) days in the SWB database. |

# Southwestern Bell - Verigate
# Competitive Local Exchange Carrier (CLEC)
# Transaction Activity





## DataGate

33. DataGate is a SWB gateway which provides an application-to-application electronic interface for those CLECs with their own GUI. DataGate provides a convenient gateway that allows a CLEC to acquire all pre-order information from a single interface, in real-time, using its own negotiation system. It provides CLECs with pre-ordering capabilities for resold services and unbundled network elements. In addition, Datagate also provides application-to-application interface services to many SWB internal legacy applications.

34. In the event that new protocols for pre-ordering local exchange services are produced by industry forums, such protocols would be used by SWB to "front-end" DataGate. This way, CLECs wanting to adhere to national protocol guidelines would be able to interface with SWB via DataGate using national standards, while preserving the background application functionality, data content, and performance standards that have already been established in DataGate's production mode.

35. DataGate is supported by a CLEC reference guide document that is available to CLECs upon request. A sample copy of the DataGate reference guide is attached as Attachment F. In addition, SWB offers free technical training for CLEC software development staff. After completing the DataGate training, CLEC developers have the knowledge required to incorporate the necessary code in their service negotiation systems to electronically access SWB OSSs for pre-order data on a real-time basis.

36. AT&T, Ameritech and Sprint have attended this training. AT&T and Ameritech are currently accessing the production version of DataGate to retrieve data required for the Electronic Data Interchange ("EDI") ordering process. Although not yet utilizing DataGate for local exchange services, Sprint currently uses DataGate for interexchange carrier services. In November 1997, MCIm requested and was promptly provided the SWB DataGate reference guide along with an offer to bring MCIm's software developers to the DataGate technical training session. Apparently, MCIm could not determine if it would utilize DataGate from its review of the reference guide and requested additional technical information from SWB. SWB responded that no additional technical information was available (or needed), but reiterated that free DataGate technical support was still available. As of early February 1998, MCI had yet to attend the DataGate training.

37. At this time, DataGate transaction volumes by CLECs are low. However, the low utilization rate is not a result of insufficient documentation, training, or technical development. Following a two day training session, for example, AT&T and Ameritech software development groups have taken full advantage of SWB technical support. They were able to have direct contact with SWB personnel via telephone and E-mail. For example, SWB has kept a log of all e-mail transactions; over 100 messages have been initiated by SWB to AT&T and Ameritech personnel. The DataGate support line has received approximately 50 phone calls from CLECs, via the Help Desk. Each issue has

been documented by SWB's Information Services organization and tracked by Vantive. As a result of these efforts, CLEC technical questions were answered in a timely fashion, helping to expedite development of CLEC software required to access DataGate.

38. The process of establishing an application-to-application interface, such as DataGate, between SWB and a CLEC begins prior to the two day training course. For example, the process with AT&T began with initial meetings on June 21, 1996. On November 4, 1996, SWB, AT&T and AT&T's software vendor met to discuss DataGate in more detail. This meeting was followed by a conference call on December 5, 1997. As AT&T demonstrated more interest in the DataGate application, SWB provided more information to AT&T's software developers. For instance, on February 12, 1997, the overview and handouts for the DataGate class were faxed to AT&T; and on February 19, 1997, the available technical documentation was provided to AT&T. This document later evolved into the reference guide now available to all CLECs. Several subsequent conference calls took place in March 1997, before AT&T personnel attended the DataGate training on March 31 and April 1, 1997. Subsequent to the DataGate training, weekly Thursday morning conference calls have been held between AT&T and SWB technical experts and phone numbers and e-mail addresses for SWB DataGate personnel have been provided to AT&T. These efforts proved successful. On May 15, 1997, AT&T began using DataGate in a production mode.

39. The low transaction volumes of DataGate may be due to the fact that certain pre-order elements, (e.g. features and functions supported by each SWB switch) are provided monthly to CLECs via database downloads. This gives the CLEC the option to use a duplicated database rather than the real-time DataGate access. Some CLECs have chosen to use Verigate and not expend the effort to integrate the pre-order process with their own software. AT&T has emphasized the residence channel to date and is currently doing the majority of their pre-order transactions with the EASE system. In addition, as national standards for ordering via EDI become more comprehensive and volumes of EDI orders increase, we anticipate a corresponding increase in transaction volumes from those CLECs that access DataGate.

40. SWB, under the direction of C&L, performed tests to determine the capacity of the DataGate application. The results of the C&L review indicates DataGate capacity is approximately 13,272 pre-order transactions per hour. By using a formula, C&L determined that the combined Verigate and DataGate capacity translates into the equivalent generation of approximately 2,824 orders per hour or 592,970 orders per month. In addition, the average response time per pre-order transaction was approximately 3 seconds, except for Facilities Availability which took an average of 13 seconds.

41. The following table provides empirical data by month and year of CLEC use of

DataGate over the last several months. The chart provides cumulative monthly data in graphical form. The table and chart display data for eight transactions CLECs can use to perform pre-ordering negotiations with their end user customers.

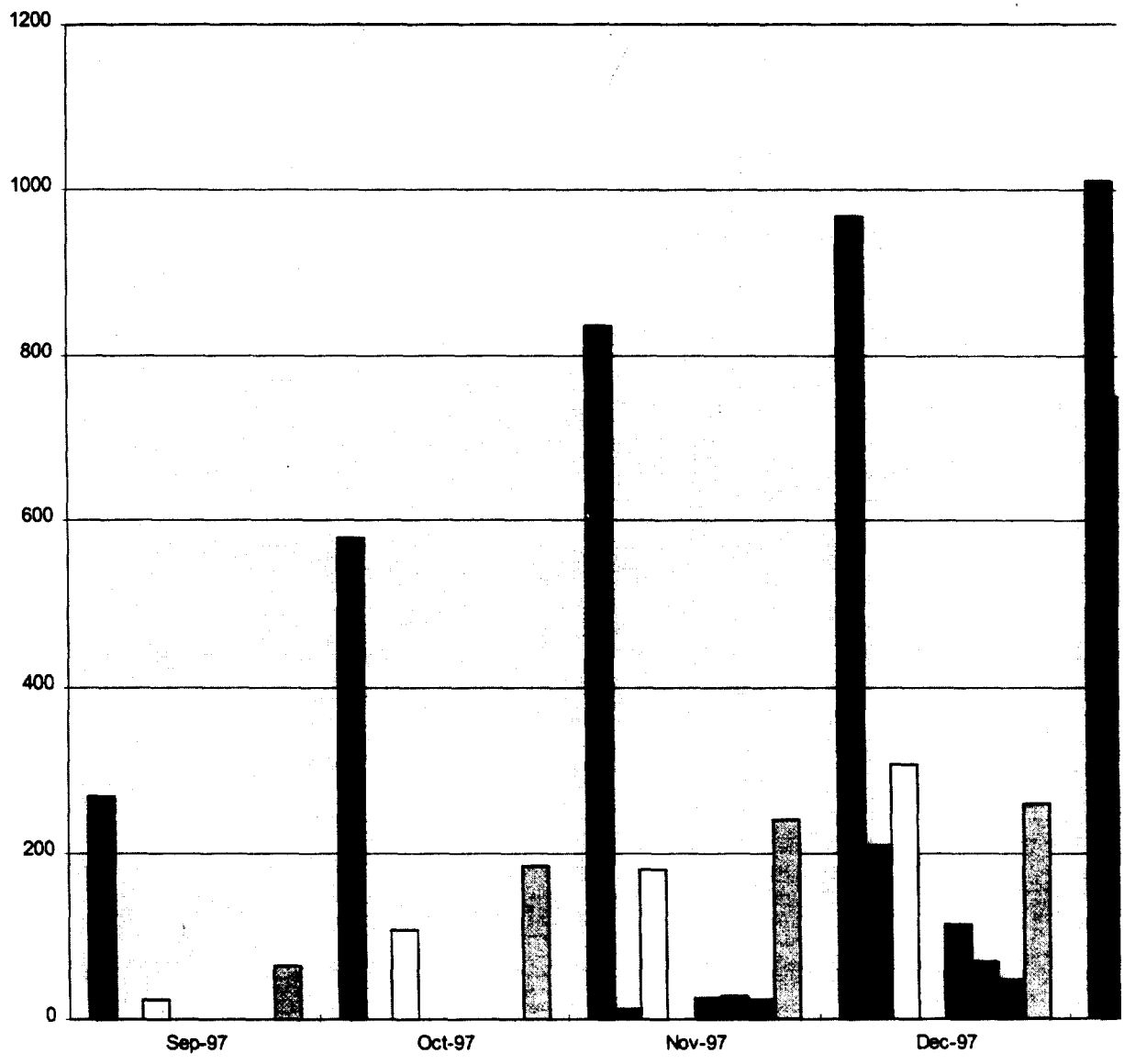
# Southwestern Bell - DataGate
# Competitive Local Exchange Carrier (CLEC)
# Transaction Activity



| Month-Year | Address Validation | Address Validation and PIC Availability | Customer Service Record | Channel Facility Assignment | Dispatch Required | Due Date | Service Availability | TN Assignment |
|---|---|---|---|---|---|---|---|---|
| **Sep-97 Total** | 269 | 0 | 23 | 0 | 0 | 0 | 0 | 64 |
| **Oct-97 Total** | 309 | 0 | 85 | 0 | 0 | 0 | 0 | 120 |
| **Nov-97 Total** | 259 | 12 | 73 | 0 | 26 | 29 | 24 | 56 |
| **Dec-97 Total** | 130 | 199 | 127 | 0 | 89 | 39 | 23 | 21 |
| **Jan-98 Total** | 44 | 539 | 408 | 0 | 606 | 135 | 202 | 187 |
| **Grand Total** | 1011 | 750 | 716 | 0 | 721 | 203 | 249 | 448 |

LEGEND:

| TRANSACTION | DEFINITION |
|---|---|
| Address Validation | The Address Validation transaction allows the CLEC to validate service address information as registered in the SWB address data base. |
| Address Validation with PIC Availability | The Address Validation transaction allows the CLEC to validate service address information as registered in the SWB address data base. In addition CLECs can also review PIC. The PIC Availability provides the CLEC with a list of carriers that provide long distance services from the local serving office which provides service at a valid address. |
| Customer Service Record | Within the CSR function CLECs can perform three transactions: 1) Auto Fetch allows CLECs to view up to 10 Bill-on accounts that reside under a Master Billing Telephone Number. 2) Consolidated CSR allows CLECs to view a record with 30 or less Working Telephone Numbers (WTN) in a consolidated format. This format provides all WTNs and Bill-ons in one report request. Current service records as billed by SWB. 3) Detail CSR allows CLECs to view a single WTN account. This transaction, as well as all other CSR transactions, provides Customer Proprietary Network Information ("CPNI") after the CLEC has indicated that end user authorization has been received. |
| Channel Facility Assignment ("CFA") | The CFA inquiry function allows the CLEC to view the status of DS1 or DS3 facilities leased from SWB. In addition, the Purchase Order Number (PON), Circuit Number (CKR) and current and pending activity are also provided. |
| Dispatch Required | The Dispatch Required transaction allows the CLEC to view whether dispatch or construction is required by SWB work crews at a valid address. |
| Due Date | The Due Date transaction allows the CLEC to view a list of available dates and appointment times associated with work crews serving valid addresses. |
| Service Availability | The Service Availability transaction allows the CLEC to retrieve a list of services and features that can be resold from a particular local serving office which provides service at a valid address. |
| Telephone Number ("TN") Assignment | The TN Assignment transaction allows the CLEC to view from 1 to 10 telephone numbers available for assignment at a valid address. In addition, this transaction also allows the CLEC to reserve from 1 to 10 telephone numbers for new connections at a valid address. TNs are reserved for a period of thirty (30) days in the SWB database. |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